

April 1, 2020

RE: CONSUMER CONFIDENCE REPORT DUE TO CUSTOMERS BY JULY 1, 2020

Dear Public Water System Official:

Every community water system is required by law to provide customers with an annual water quality report called the Consumer Confidence Report, or CCR. The Public Drinking Water Branch (PDWB) of the Missouri Department of Natural Resources (Department) has produced a generic “skeleton” CCR specifically for your water system to help you meet this requirement. It contains sample results from the most recent monitoring period through the calendar year 2019, inventory information from our database for your system, and all the mandatory language required by the CCR Regulation.

The CCR must be provided to your customers by “direct delivery.” The U.S. Environmental Protection Agency (EPA) expanded the meaning of “direct delivery” to include electronic delivery. This can be done by means of an internet address identifying the location of a file on the internet, also known as a Uniform Resource Locator (URL).

To help you benefit from this new direct delivery option, your system’s CCR has been placed on the Department’s website at www.dnr.mo.gov/ccr/ccr.htm. The URL for your system’s CCR is located at the same web address but you must replace part of the web address with your Missouri Public Water System Identification (PWSID) number. To illustrate this, we have provided a CCR example report for the fictitious “Anyville, MO” with the PWSID of MO0000001, as an Adobe file located at www.dnr.mo.gov/ccr/MO0000001.pdf. More guidance and examples are available online at:

<http://www.epa.gov/sites/production/files/2015-12/documents/ccrdeliveryoptionsmemo.pdf>

The Missouri Department of Natural resources partnered with the Missouri Rural Water Association to develop a seven (7) minute YouTube video that explains the electronic CCR (eCCR) process and distribution method at: <https://www.youtube.com/watch?v=eMvi4O5HoFs>.

The CCR may also be delivered as an email by including the entire CCR in the text of the email message, as an attachment, or by emailing the direct URL. Use of social media such as Twitter or Facebook does not meet the electronic direct delivery criteria because they require the customer to be a member. However, they can be used as a good faith effort to reach customers who are not billed.

In most cases, the generic CCR we are providing can be given directly to your consumers without any changes. However, if you send water samples to a laboratory that does not report those results directly to the Department or buy water from an out-of-state water system, our database may not have their electronic sample data. The laboratory or water system should have provided that data to you. Including this information will require extensive changes to your generic CCR. Please follow the instructions and refer to the example CCR (Enclosure 3) for the fictitious water system Anyville, Missouri to ensure your CCR meets all the requirements. **Not all sections of the report are open for changes.**

The enclosed guidance document "Instructions for Preparing the Consumer Confidence Report" describes what is required and what is optional for your report. If you would like to make changes to the generic CCR the Department provides, please email us and we can email your CCR as a Microsoft Word document. More CCR information and EPA's CCRiWriter for creating your own CCR can be found at: <https://www.epa.gov/ccr>.

If you create your own CCR or make changes to the generic report the Department provides, **you must email a copy to the PDWB at CCR@dnr.mo.gov. We will update our website with the newest version within seven (7) business days.**

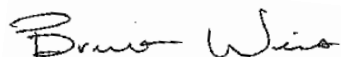
For customers who do not want to receive the CCR electronically, you must provide the CCR by other means allowed by the CCR rule (10 CSR 60-8.030). You are required to make all customers aware they can receive a paper version of their CCR. This can be done by including a statement on the customer's bill or notice that reads: "The current year CCR is available at: [www.dnr.mo.gov/ccr/MO\(insert your PWSID # here\).pdf](http://www.dnr.mo.gov/ccr/MO(insert your PWSID # here).pdf). For a CCR paper copy, please call us at (insert your water system phone number here)."

Make note of the July and October deadlines for this report. Your CCR MUST be distributed to your customers no later than July 1, 2020. You must also certify to the PDWB that you have distributed the CCR. This certification is due by October 1, 2020. The CCR Distribution Certification Form is at: <http://dnr.mo.gov/forms/780-2212-f.pdf>. In addition to providing the completed Certification Form, please send supporting documentation showing how you distributed the CCR (postal receipt, newspaper affidavit, etc.) and a copy of the CCR you distributed to your customers.

I want to thank you in advance for your cooperation in providing this year's CCR to your customers. If you have any questions regarding this matter or need assistance in completing your CCR, please contact the CCR Coordinator at 573-526-3832 or email us at CCR@dnr.mo.gov.

Sincerely,

WATER PROTECTION PROGRAM



Brent Weis
Environmental Specialist
Public Drinking Water Branch

Enclosures